

From: aaron@urbanplaceconsulting.com
Subject: [FWD: RE: FW: Security Issue at MB]
Date: January 27, 2017 at 11:17 AM
To: Alex.Palacios@securitasinc.com



Here's what I sent [REDACTED] back this morning.
I haven't heard anything back yet.

Aaron Aulenta
Urban Place Consulting Group
aaron@urbanplaceconsulting.com

----- Original Message -----

Subject: RE: FW: Security Issue at MB
From: <aaron@urbanplaceconsulting.com>
Date: Fri, January 27, 2017 8:52 am
To: "[REDACTED]"

Alex called me last night about this.

There are limitations on what the ambassadors can and can't do.

The manager wanted us to physically remove the person or arrest him, which we don't do unless it was something life threatening. The ambassadors had asked the individual to leave (which he refused) and were waiting for LAPD to arrive so they could have him arrested for trespassing, but were also monitoring that he wasn't going to hurt anyone. Alex said LAPD did show up shortly after the manager removed the individual himself, but that the individual had left the area by then.

If you need more details, we could have a quick call with Alex and myself before your call.

Thanks,
Aaron

----- Original Message -----

Subject: FW: Security Issue at MB
From: [REDACTED]
Date: Fri, January 27, 2017 7:50 am
To: "aaron@urbanplaceconsulting.com" <aaron@urbanplaceconsulting.com>

From: [REDACTED]
Sent: Friday, January 27, 2017 7:48 AM
To: Alex and Susie
Cc: [REDACTED]

[REDACTED]

Subject: Security Issue at MB

We will have a conference call to discuss this morning, between 10 and noon. I want Elay and Randall and Tim on the phone. I will ask Andrea to set up a conf call.

Meanwhile I will contact Aaron Aulenta from Fig Corridor for clarification. There are limitations on what they can do. However, we do have an signed agreement with LAPD that LAPD can come onto our property to take action when there is a serious problem.

DH

From: Alex and Susie [alsu@att.net]
Sent: Thursday, January 26, 2017 10:30 PM

To: [REDACTED]

Subject:

I'm reporting the incident we had at the dealer today. Around 7 pm we had one homeless guy come into the store and we told him to get out and he did. Instead he went to the used car lot and didn't want to leave. We called the Figueroa security and we left the guy with them but around 8 pm he was back inside and the Figueroa Security was just following him. I'm not sure why they let him back inside so I asked them to call the police department.

Around 9 pm I had 2 sets of customers and they came and told me that there was a crazy guy vandalizing the coffee area, biting the apples and throwing them in the showroom. Luckily he didn't hit anyone or any car. It was the same guy from before and the Figueroa security was just watching him doing nothing. I asked them why they weren't getting him out but they said he was being no threat to anyone. Obviously he was so I grabbed the guy and pushed him out of the store.

This is the second day in row that we have this problem and we can not wait until one of the employees or customers gets hurt.

I really suggest that if we are going to be open this late in Downtown we get at least one security officer for all the dealers. We need to do something before anyone gets hurt.

Thank you,
Alex Ochoa